

[17 August, 2000]

RAJYA SABHA

**Guidelines Regarding Correspondance with MPs**

**2747. SHRI SUKHDEV SINGH LIBRA:** Will the **PRIME MINISTER** be pleased to state:

(a) whether Government are aware that a large number of letters sent by the Members of Parliament to Ministers and bureaucrats are not properly attended to, in many cases even acknowledgements are not issued;

(b) whether any guidelines have been issued on the subject;

(c) if so, the details thereof; and

(d) if no guidelines have been issued, how it is ensured by respective Ministers/Ministries that the matter referred by the Member of Parliament are properly attended to?

**THE MINISTER OF STATE IN THE DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES OF THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI ARUN SHOURIE):** (a) Some representations have been received in the past regarding delays in sending replies to letters of Members of Parliament.

(b) to (d) Detailed guidelines exist in paras 57, 60, 122 of the Central Secretariat Manual of Office Procedure to deal with the letters received from the Members of Parliament. Replies to letters received from Members of Parliament should be sent within 15 days. In case some delay is anticipated in sending a final reply or information has to be collected from another Ministry/Department or another office, an interim reply is required to be sent within a fortnight indicating the possible date by which a final reply can be given. Disposal of letters from the Members of Parliament is the responsibility of the Ministries/Departments concerned. It is expected of all the Ministries/Departments to ensure that replies to the Members of Parliament are sent expeditiously as laid down in the Central Secretariat Manual of Office Procedure.